TOUCHD' 28560560

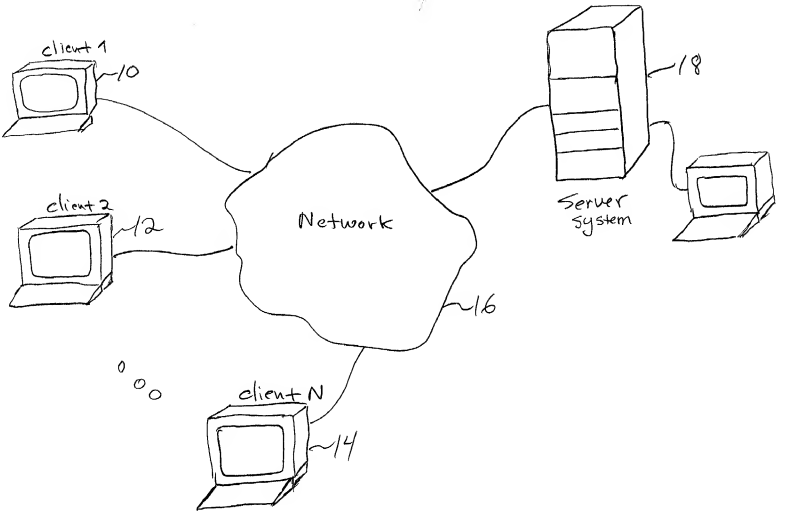

FIG. 1

TOUCHO 2656860

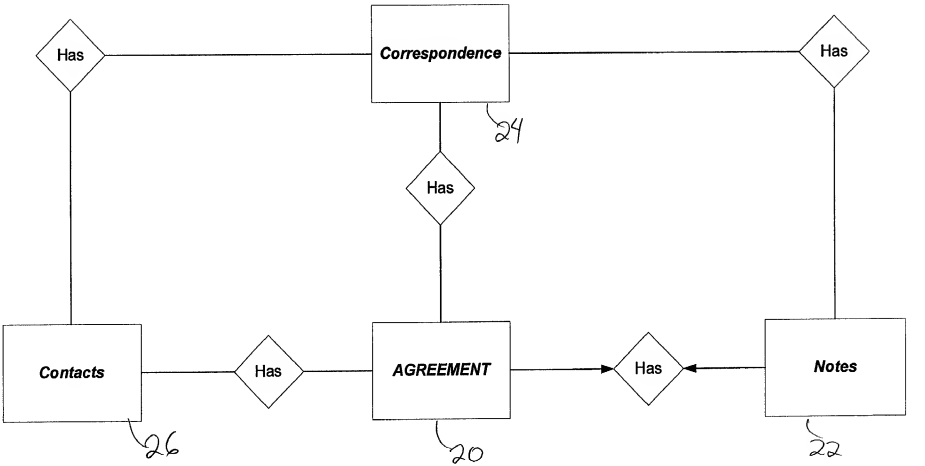

FIG. 2

TUCHO' 28506860

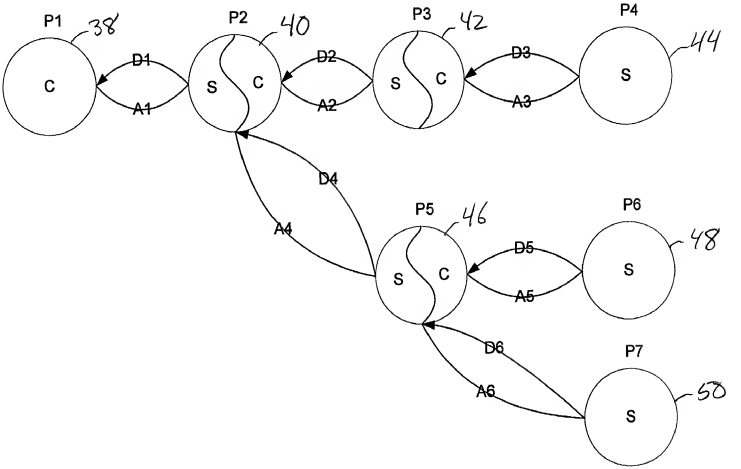

FIG. 3

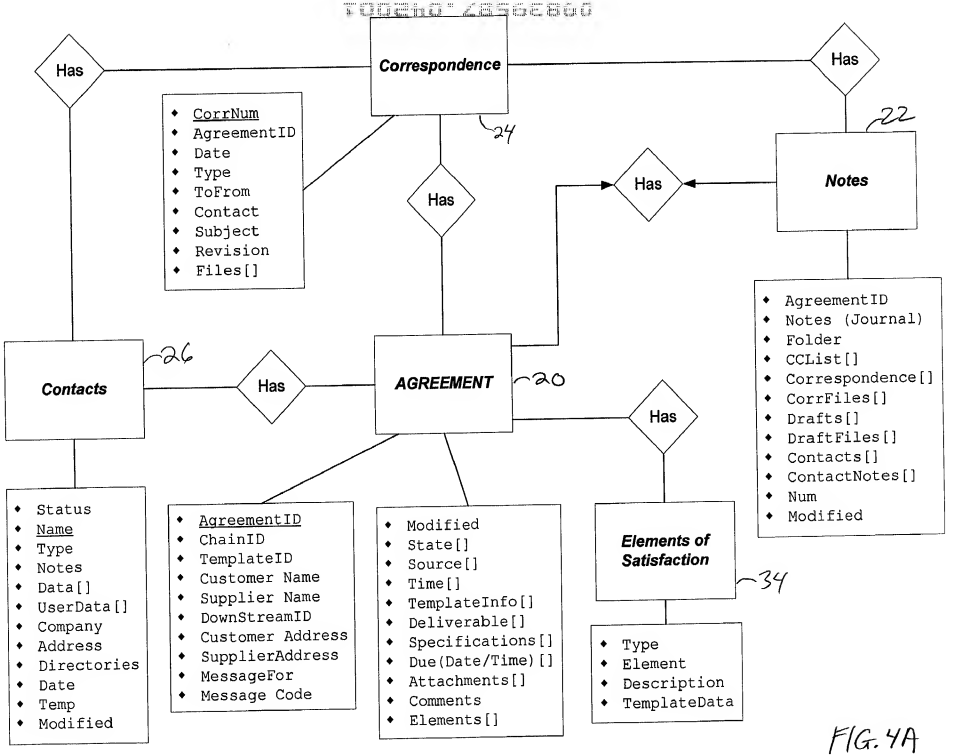
Correspondence
Has
Has
Has
Has
Has
Has
Notes
Contacts
AGREEMENT
Elements of Satisfaction
22
24
26
20
34
CorrNum
AgreementID
Date
Type
ToFrom
Contact
Subject
Revision
Files[]
AgreementID
Notes (Journal)
Folder
CCList[]
Correspondence[]
CorrFiles[]
Drafts[]
DraftFiles[]
Contacts[]
ContactNotes[]
Num
Modified
Status
Name
Type
Notes
Data[]
UserData[]
Company
Address
Directories
Date
Temp
Modified
AgreementID
ChainID
TemplateID
Customer Name
Supplier Name
DownStreamID
Customer Address
SupplierAddress
MessageFor
Message Code
Modified
State[]
Source[]
Time[]
TemplateInfo[]
Deliverable[]
Specifications[]
Due(Date/Time)[]
Attachments[]
Comments
Elements[]
Type
Element
Description
TemplateData

FIG. 4A

FOUND: 28SEP2000

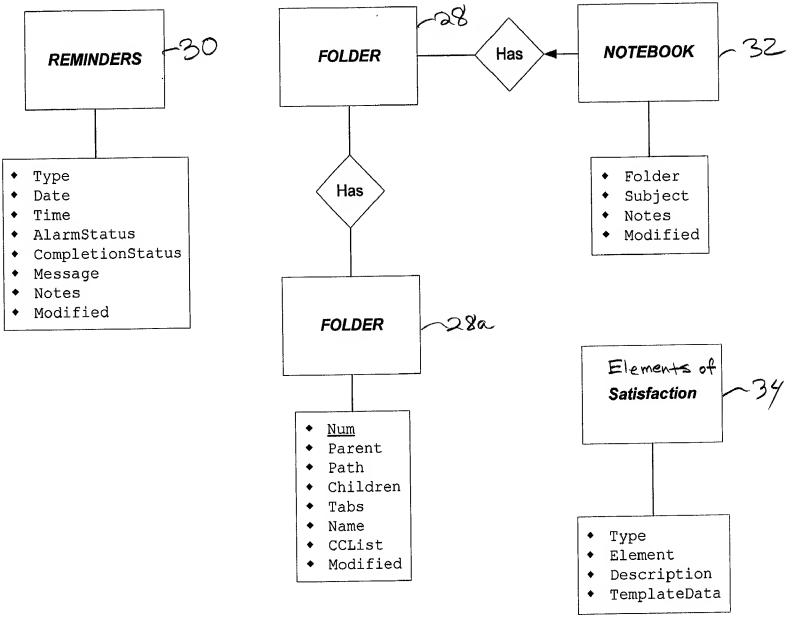

FIG. 4B

FOUND: 28582000

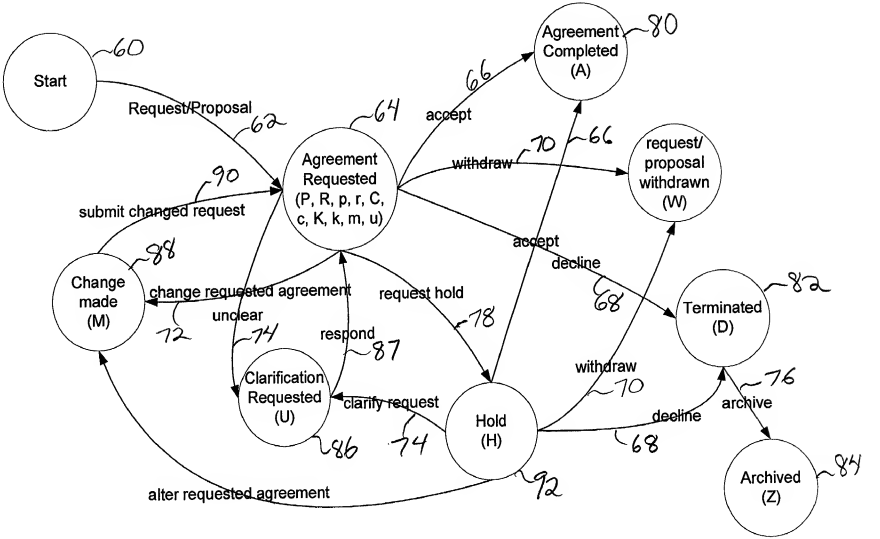

FIG. 5

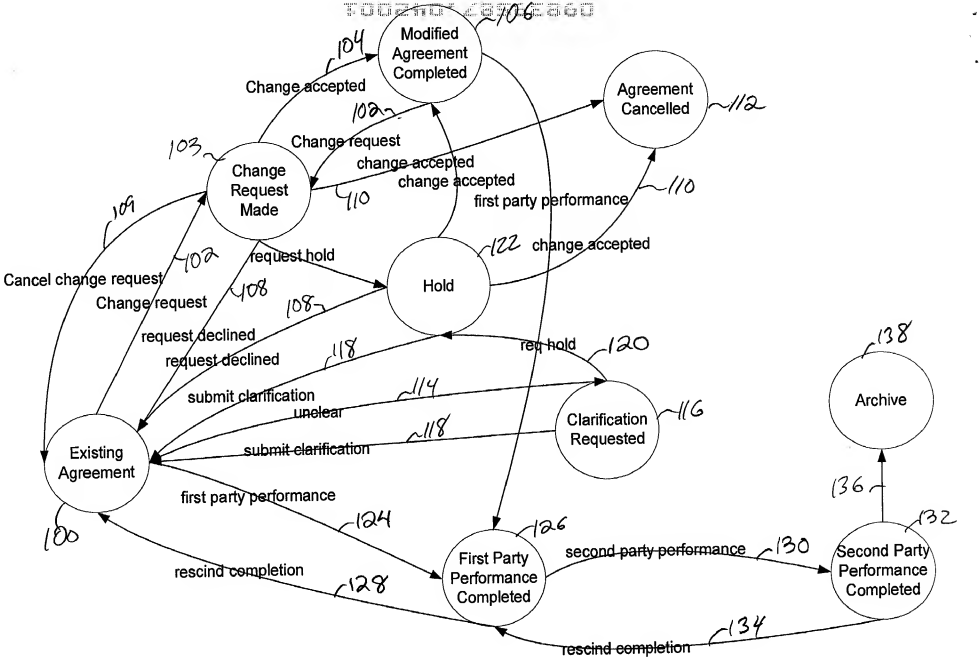
Modified Agreement Completed
106
104
Change accepted
102
Agreement Cancelled
112
103
Change Request Made
Change request
change accepted
change accepted
110
first party performance
109
Cancel change request
102
request hold
Hold
122
change accepted
Change request
108
108
request declined
request declined
118
req hold
120
138
Archive
submit clarification
114
unclear
Clarification Requested
116
Existing Agreement
submit clarification
118
136
first party performance
124
126
132
100
First Party Performance Completed
second party performance
130
Second Party Performance Completed
rescind completion
128
rescind completion
134

FIG. 6

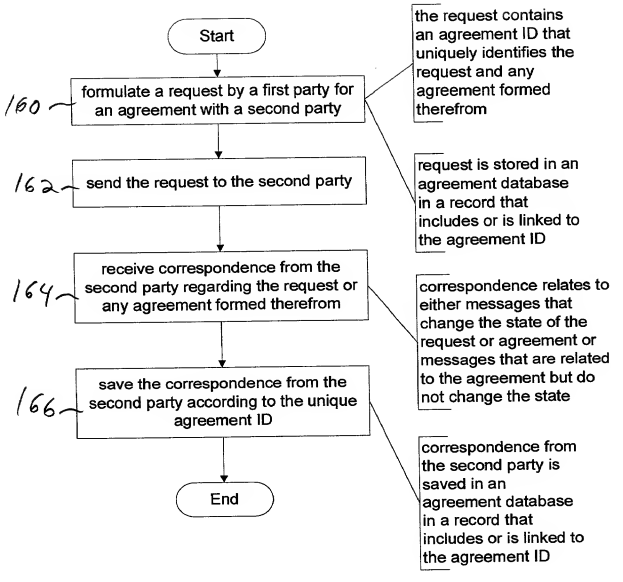
Start
160
formulate a request by a first party for an agreement with a second party
162
send the request to the second party
164
receive correspondence from the second party regarding the request or any agreement formed therefrom
166
save the correspondence from the second party according to the unique agreement ID
End
the request contains an agreement ID that uniquely identifies the request and any agreement formed therefrom
request is stored in an agreement database in a record that includes or is linked to the agreement ID
correspondence relates to either messages that change the state of the request or agreement or messages that are related to the agreement but do not change the state
correspondence from the second party is saved in an agreement database in a record that includes or is linked to the agreement ID

FIG. 7

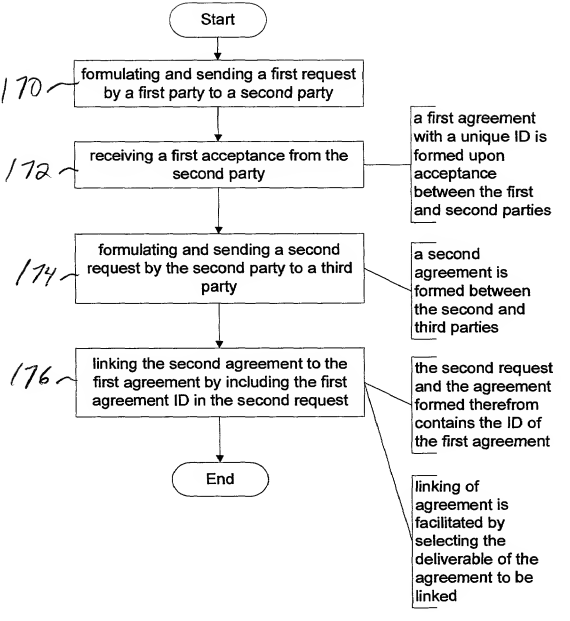
Start
170
formulating and sending a first request by a first party to a second party
172
receiving a first acceptance from the second party
a first agreement with a unique ID is formed upon acceptance between the first and second parties
174
formulating and sending a second request by the second party to a third party
a second agreement is formed between the second and third parties
176
linking the second agreement to the first agreement by including the first agreement ID in the second request
the second request and the agreement formed therefrom contains the ID of the first agreement
linking of agreement is facilitated by selecting the deliverable of the agreement to be linked
End

FIG. 8

NEW REQUEST / NEW PROPOSAL FORM

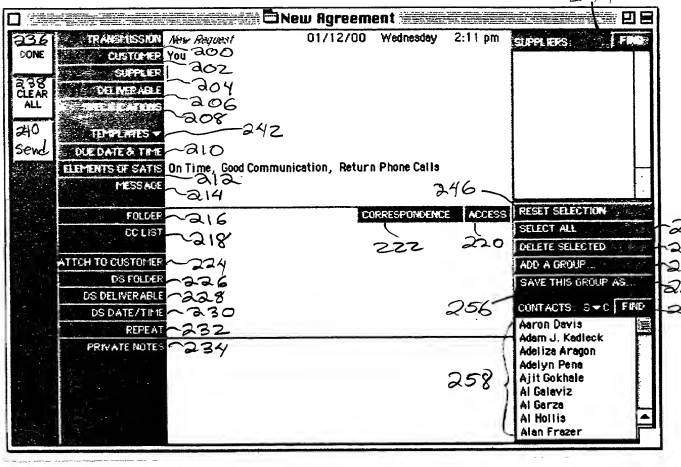

FIG. 9A

A completed NEW REQUEST form is shown below.

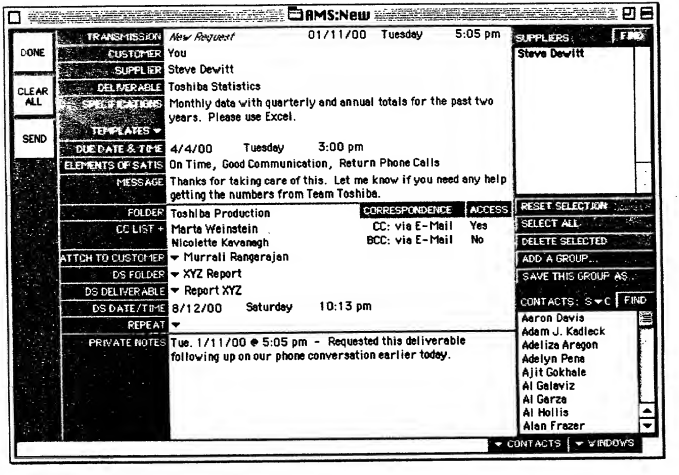

FIG. 9B

THE URGENTS VIEW

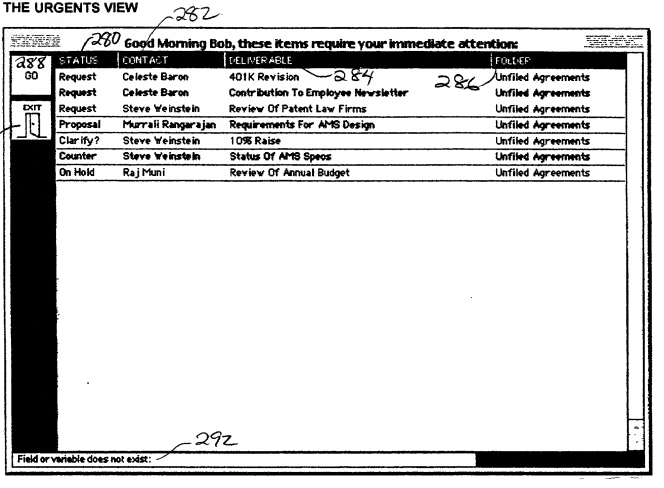

FIG. 10

THE REVIEW FORM

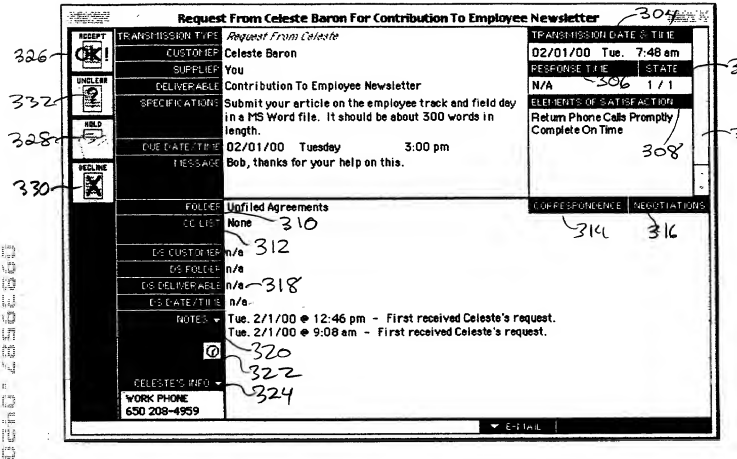

FIG. 11

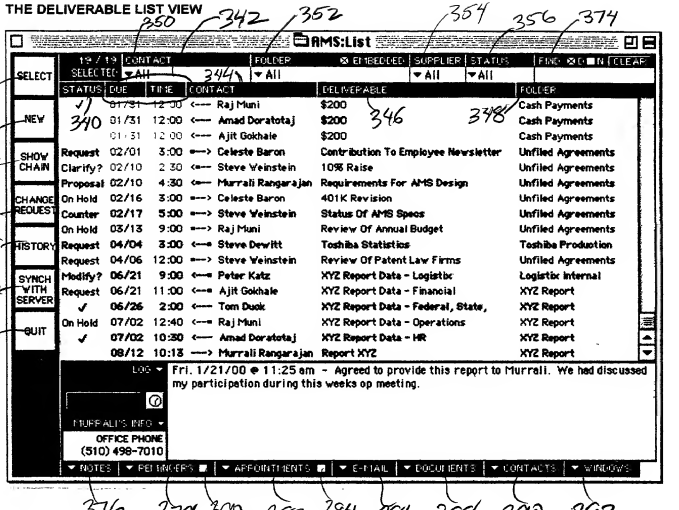
THE DELIVERABLE LIST VIEW
AMS:List
19 / 19
CONTACT
FOLDER
EMBEDDED
SUPPLIER
STATUS
FIND
CLEAR
SELECTED
All
STATUS
DUE
TIME
CONTACT
DELIVERABLE
FOLDER
SELECT
NEW
SHOW CHAIN
CHANGE REQUEST
HISTORY
SYNCH WITH SERVER
QUIT
Raj Muni $200 Cash Payments
Amad Doratotaj $200 Cash Payments
Ajit Gokhale $200 Cash Payments
Request 02/01 3:00 Celeste Baron Contribution To Employee Newsletter Unfiled Agreements
Clarify? 02/10 2:30 Steve Weinstein 10% Raise Unfiled Agreements
Proposal 02/10 4:30 Murrali Rangarajan Requirements For AMS Design Unfiled Agreements
On Hold 02/16 3:00 Celeste Baron 401K Revision Unfiled Agreements
Counter 02/17 5:00 Steve Weinstein Status Of AMS Specs Unfiled Agreements
On Hold 03/13 9:00 Raj Muni Review Of Annual Budget Unfiled Agreements
Request 04/04 3:00 Steve Dewitt Toshiba Statistics Toshiba Production
Request 04/06 12:00 Steve Weinstein Review Of Patent Law Firms Unfiled Agreements
Modify? 06/21 9:00 Peter Katz XYZ Report Data - Logistic Logistic Internal
Request 06/21 11:00 Ajit Gokhale XYZ Report Data - Financial XYZ Report
06/26 2:00 Tom Duok XYZ Report Data - Federal, State, XYZ Report
On Hold 07/02 12:40 Raj Muni XYZ Report Data - Operations XYZ Report
07/02 10:30 Amad Doratotaj XYZ Report Data - HR XYZ Report
08/12 10:13 Murrali Rangarajan Report XYZ XYZ Report
LOG
Fri. 1/21/00 @ 11:25 am - Agreed to provide this report to Murrali. We had discussed my participation during this weeks op meeting.
MURRALI'S INFO
OFFICE PHONE
(510) 498-7010
NOTES
REMINDERS
APPOINTMENTS
E-MAIL
DOCUMENTS
CONTACTS
WINDOWS
350
342
352
354
356
374
360
362
364
366
368
370
372
340
344
346
348
376
378
380
382
384
386
388
390
392

FIG. 12

THE SHOW CHAIN FORM

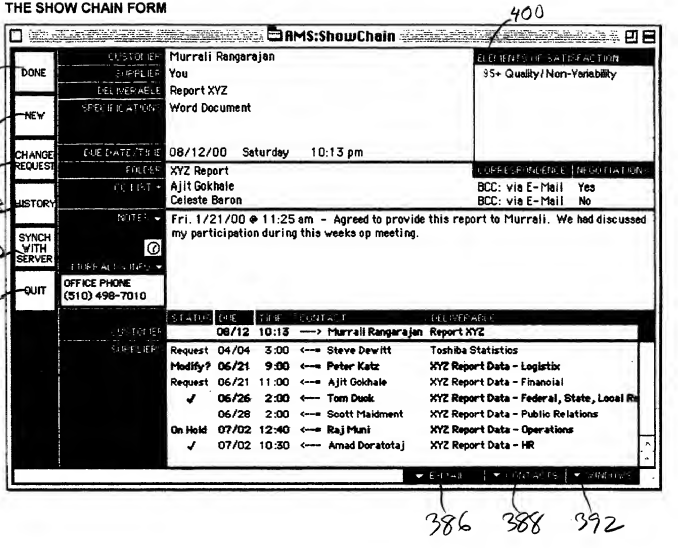

FIG. 13

ELEMENTS OF CUSTOMER SATISFACTION FORM

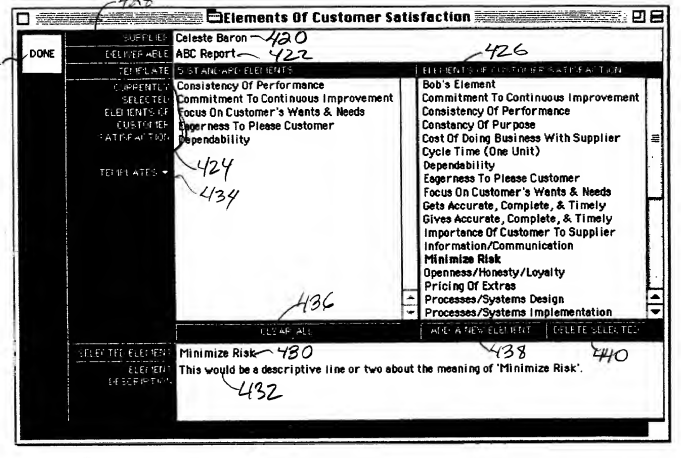

FIG. 14

ELEMENTS OF CUSTOMER SATISFACTION SCORE FORM

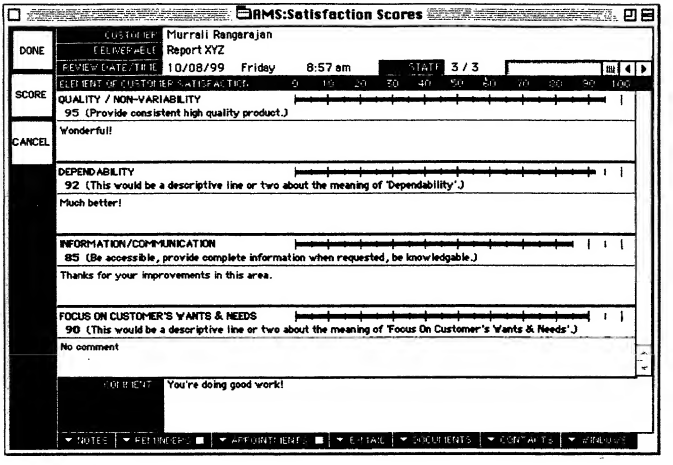

FIG. 15

FOLDER SELECTOR FORM

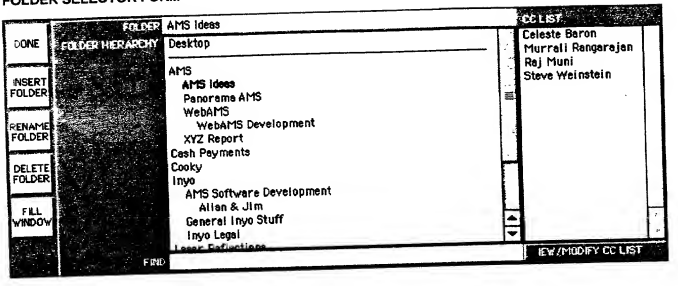

FIG. 16

RECIPIENT LIST SELECTOR FORM

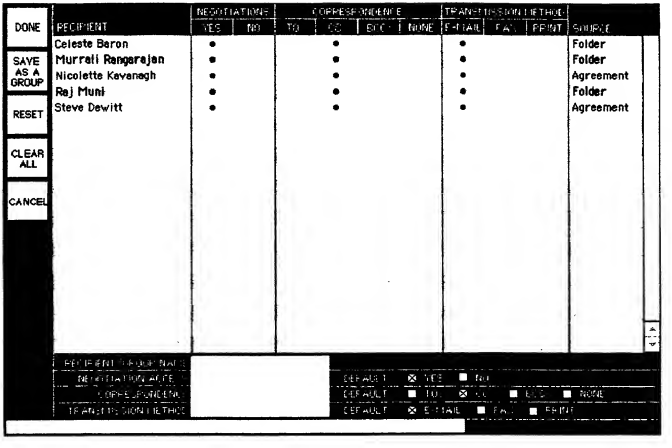

FIG. 17

E-MAIL FORM

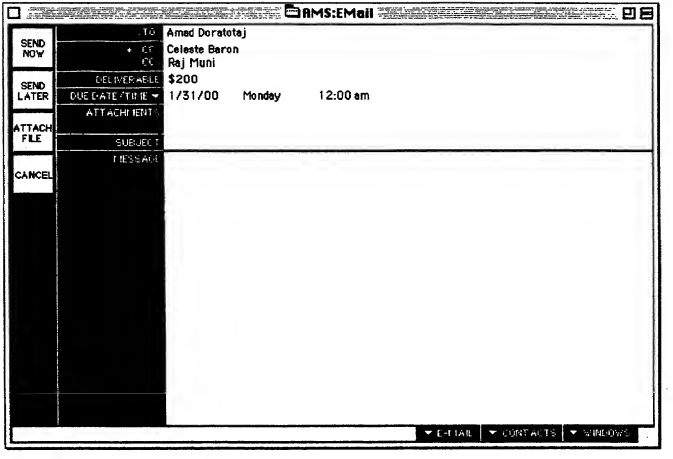

FIG. 18

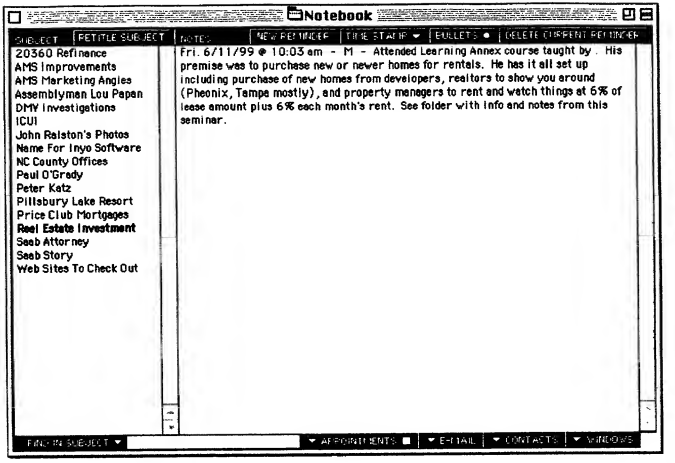
Notebook
SUBJECT
RETITLE SUBJECT
NOTES:
NEW REMINDER
TIME STAMP
BULLETS
DELETE CURRENT REMINDER
20360 Refinance
AMS Improvements
AMS Marketing Angles
Assemblyman Lou Papan
DMV Investigations
ICUI
John Ralston's Photos
Name For Inyo Software
NC County Offices
Paul O'Grady
Peter Katz
Pillsbury Lake Resort
Price Club Mortgages
Real Estate Investment
Saab Attorney
Saab Story
Web Sites To Check Out
Fri. 6/11/99 @ 10:03 am - M - Attended Learning Annex course taught by . His premise was to purchase new or newer homes for rentals. He has it all set up including purchase of new homes from developers, realtors to show you around (Pheonix, Tampe mostly), and property menegers to rent and watch things at 6% of lease amount plus 6% each month's rent. See folder with info and notes from this seminar.
FIND IN SUBJECT
APPOINTMENTS
E-MAIL
CONTACTS
WINDOWS

FIG. 19